



COLORADO
Department of Transportation

Division of Transit & Rail
 2829 W. Howard Pl
 Denver, CO 80204

DATE: May 14, 2021
TO: Transit & Rail Advisory Committee
FROM: Kay Kelly, Chief of Office of Innovative Mobility
 Mike Timlin, Interm Director of the Division of Transit and Rail
 Kyle French, Bus Operations Manager
RE: Bustang Quarterly Update - FY 2020/21 Q2

Purpose

The purpose of this memo is to provide the FY20/21 third quarter Bustang update on operational & performance measures.

Action

Informational only. No action is required.

Background

The Bustang interregional express bus service went into operation in July 2015. PD 1605 requires the Division of Transit & Rail (DTR) to quarterly report operational and performance measures. This update covers the third quarter of FY2020/21, January 1 to March 31, 2020.

Details

2020-21 Quarter 3

	Q3 Jan - Mar 2020	Q3 Jan - Mar 2021	Q1: Variance 2020 vs 2021	%	FY Jul 2019- Mar 2020	FY Jul 2020- Mar 2021	YTD Variance 2019-20 vs 2020-21	%	Jan-21	Feb-21	Mar-21
Bustang System											
Revenue riders	57,195	13,324	(43,871)	-77%	185,006	36,400	(148,606)	-80%	3,912	4,138	5,274
Revenue	\$ 595,287	\$ 162,428	\$ (432,859)	-73%	\$2,039,468	\$ 443,529	(\$1,595,939)	-78%	\$50,920	\$52,880	\$58,628
Cumulative Avg. Fare	\$ 10.41	\$ 12.19	\$ 1.78	17%	\$11.02	\$12.18	\$1.16	11%	\$ 13.02	\$ 12.78	\$ 11.12
Load Factor	42%	39%	-3%	-7%	53%	53%	0%	0%	34%	38%	45% ¹
Farebox Recovery Ratio	64%	19%	-45%	-70%	57%	57%	0%	0%	17%	19%	21%
South Route											
Revenue riders	14,299	3,451	(10,848)	-76%	52,206	10,455	(41,751)	-80%	1,060	1,080	1,311
Revenue	\$ 145,120	\$ 48,876	\$ (96,244)	-66%	\$514,209	\$ 133,336	(\$380,873)	-74%	\$13,757	\$17,479	\$17,640
Cumulative Avg. Fare	\$ 10.15	\$ 14.16	\$ 4.01	40%	\$9.85	\$12.75	\$2.90	29%	\$12.98	\$16.18	\$13.46
Load Factor	34%	22%	-12%	-37%	38%	38%	0%	0%	20%	20%	25% ¹
Farebox Recovery Ratio	56%	14%	-42%	-74%	42%	42%	0%	0%	13%	14%	16%
North Route											
Revenue riders	22,271	2,892	(19,379)	-87%	76,957	8,676	(68,281)	-89%	789	882	1,221
Revenue	\$ 170,688	\$ 33,120	\$ (137,568)	-81%	\$645,609	\$ 103,913	(\$541,696)	-84%	\$10,210	\$11,192	\$11,718
Cumulative Avg. Fare	\$ 7.66	\$ 11.45	\$ 3.79	49%	\$8.39	\$11.98	\$3.59	43%	\$12.94	\$12.69	\$9.60
Load Factor	42%	25%	-17%	-40%	71%	71%	0%	0%	19%	27%	30% ¹
Farebox Recovery Ratio	70%	15%	-55%	-79%	67%	67%	0%	0%	12%	15%	17%
West Route											
Revenue riders	20,625	6,981	(13,644)	-66%	55,843	17,269	(38,574)	-69%	2,063	2,176	2,742
Revenue	\$ 279,479	\$ 80,431	\$ (199,048)	-71%	\$879,650	\$ 206,280	(\$673,370)	-77%	\$26,953	\$24,209	\$29,270
Cumulative Avg. Fare	\$ 13.55	\$ 11.52	\$ (2.03)	-15%	\$15.75	\$11.95	(\$3.81)	-24%	\$13.06	\$11.13	\$10.67
Load Factor	50%	70%	20%	39%	50%	50%	0%	0%	62%	66%	81% ¹
Farebox Recovery Ratio	65%	28%	-37%	-57%	61%	61%	0%	0%	26%	27%	30%

¹ New Load Factor based on temporary Maximum load of 22 passengers vs. normal of 51 passengers.

As we expected, we continue to see the West Line recover the fastest, regularly pulling in over the required 20% farebox recovery ratio. We intend to take this information into account with future service changes to reflect our riders' needs best. Beginning May 23, 2021, we will begin our Summer service - we will be operating each route on a seven day schedule - and anticipate the farebox revenue to reflect the additional ridership options.

On-Time Performance - Departures departing ten minutes or less behind their scheduled departure are considered "On-Time."

Quarterly On-Time Performance -Departures:

- System - 95%
- West Line - 98%
- North Line - 96%
- South Line - 92%

RamsRoute - RamsRoute services have been temporarily suspended due to the COVID-19 pandemic. We will look at resuming service during the 2021-2022 school year.

Bustang to Broncos - Bustang to Broncos services have temporarily suspended due to the COVID-19 pandemic. We are currently evaluating the need and potential expansion for Bustang to Broncos this upcoming NFL season after the Regional Transportation District (RTD) announced they would be suspending their BroncosRide.

Snowstang - Snowstang services have been temporarily suspended due to the COVID-19 pandemic. We will look at resuming and expanding service with additional resorts during the 2021-2022 ski season.

Bustang to Estes Park - After a very successful pilot in the summer of CY2019, we had to suspend any further service due to the COVID-19 pandemic. We are currently planning our return for summer 2021 and have completed an IGA for the purpose of working with the town of Estes Park to complete this service resumption.

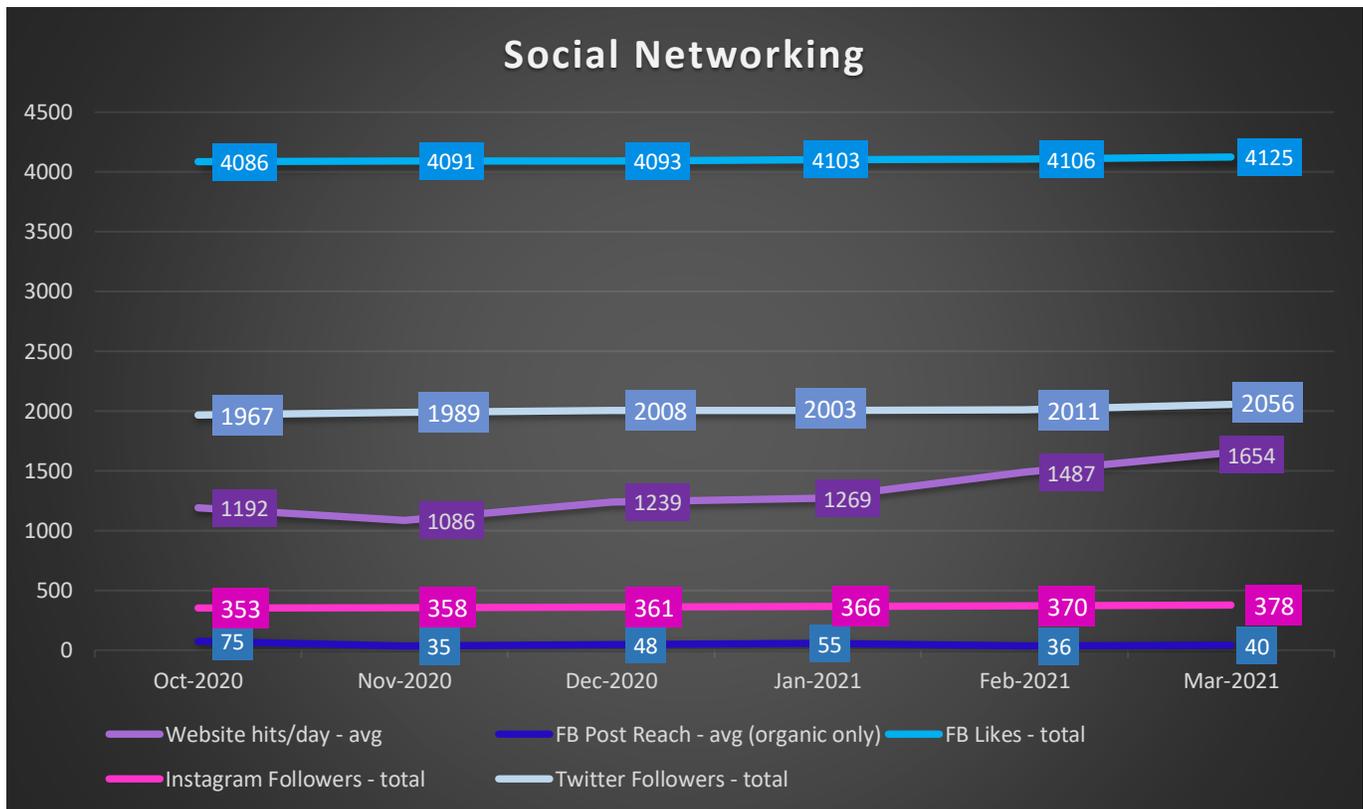
Quarterly Safety/Collisions - We are pleased to report that ACE did not have any at-fault accidents in this quarter. We would like to express how much we appreciate the work that our team at ACE Operations and Safety put in to reach this goal.

<u>Date</u>	<u>Bus#</u>	<u>Location</u>	<u>Comment</u>	<u>Preventable (Y/N)</u>
01/14/2021	38008	Harmony Park-n-Ride	Greyhound coach backed into Bustang.	N

INIT Intelligent Transportation Project - The End User Acceptance Test is nearing completion. INIT has worked to continue to provide the necessary hardware and software for full fleet integration. Our partners at RTD and at ACE Express have been working hand in hand to ensure that the safety equipment included in the CAD/AVL system is activated and online.

RTD / AIM Grant Masabi Integration - In September 2020, RTD, with support from CDOT named as one recipient of FTA's Accelerating Innovative Mobility Grant. This grant will provide funding for RTD and Bustang to create an integrated ticketing solution through our third-party mobile ticketing provider, Masabi, which will allow users of both transit systems to purchase one ticket for full systemwide usage. We have started discussions with RTD's team on moving forward with this project and have explored the potential relationship between this project and Connected Colorado.

Transportation Demand Management - In October, the Bus Operations team hired a TDM specialist position to work with existing and upcoming projects connecting with Bustang services, including mobility hub design, demand response management, and micro-mobility consultation.



Month/Year	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021
Website hits/day - avg	1192	1086	1239	1269	1487	1654
FB Post Reach - avg (organic only)	75	35	48	55	36	40
FB Likes - total	4086	4091	4093	4103	4106	4125
Average FB rating (1-5 stars)	3.6	3.6	3.6	5 out of 5	5 out of 5	5 out of 5
Instagram Followers - total	353	358	361	366	370	378
Twitter Followers - total	1967	1989	2008	2003	2011	2056
Twitter Impressions *	45,800	42,300	58,400	45,600	36,300	91,600

The charts above include followers on Bustang Instagram, utilized for the first time this quarter.

Customer Comments

- Passengers are looking forward to the resumption of weekend service systemwide.
- Appreciative of operators and the hard work that our Bustang team provides - commendations have been regularly coming in on social media.
- Interest in upcoming Outrider routes.

Next Steps

- Continue INIT Intelligent Transportation installation and OTA testing and beginning the pilot for our CAD AVL system.
- Complete the Safety and Sanitization installations across all Bustang vehicles - MCI has introduced a new door design to allow riders and operators more room, and retrofitting will begin this month.
- Complete Luminator repairs across all vehicles, and begin the pilot of the Luminator Infotainment System.
- Reintroduce additional services systemwide over the next FY - including Bustang to Estes service, Bustang to Broncos service, RamsRoute service, and our upcoming van service.

Attached

Bustang graphs